

**Q1: Why don't I hear the beep when the Tracker is under my tongue?**

- The Tracker is off. Please put the cap back on and reopen it to restart your measurement.
- The measurement time is too short, please keep the tracker under your tongue for 1 to 3 minutes.
- The button battery has run out, please replace the button battery.

**Q2: Why did my data not sync to the app after my measurement?**

- Bluetooth is not enabled. Please enable the Bluetooth on your smartphone.
- The smartphone is too far away from the Tracker to sync. Please ensure the smartphone is within 16 feet to the Tracker to automatically sync the data.

**TIP:** The Easy@Home Smart Fertility Tracker can save up to 300 readings, so there is no problem if you are unable to sync your measurements daily.

**Q3: Why is there no sound when I remove the cap from the Tracker?**

The button battery has run out, or the Tracker is not functioning properly. Please replace the battery, and if the problem persists, please contact our Customer Service Team.

**Q4: How do I clean and disinfect the Tracker?**

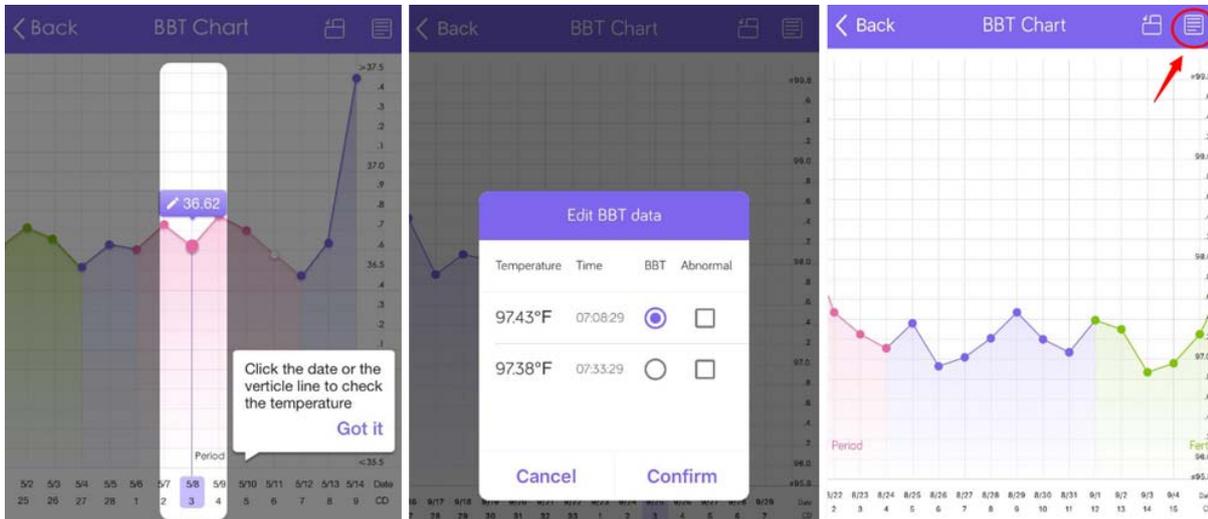
You can clean the tip of the Tracker with a solution of 75% rubbing alcohol and 25% water before and after every use. Do not use cleaning agents other than alcohol and water to clean the Tracker as it may damage or decrease the lifetime of the product, and/or present safety risks. Never submerge the Tracker in water or any other liquid, this can damage the Tracker, and result in erroneous data.

**Q5: What does it mean when there is a beep lasting longer than 2 seconds?**

If you hear a beep that lasts longer than 2 seconds, this is to indicate an error. Please close and reopen the Tracker cap, and start a new measurement to resolve.

## Q6: How can I check my daily temperature record?

Click “Temperature Chart” in the app on the home page, find the date you want to check and click the date or the vertical line to check your temperatures or click the icon in the upper right corner to your records.



## Q7: How do I change the measurement unit between Fahrenheit (°F) and Celsius (°C)?

When you are in the Easy@Home Smart Fertility Tracker app select “Me”, then “Setting”, and you can switch the temperature unit between °F and °C.

## Q8: How do I set the alarm?

When you are in the Easy@Home Smart Fertility Tracker select “Me” → “Setting” → “My Tracker” → “Alarm”, here you can set an alarm so the Tracker will alert you as a reminder to measure your BBT.

**TIP:** Your thermometer must be connected to your app in order to set the alarm feature since it is the thermometer itself that will alert you.

## Q9: How long does it take to measure your temperature successfully?

The Easy@Home Smart Fertility Tracker takes 1 to 3 minutes to take your basal temperature. Thanks to the smart technology, measuring time will decrease the more you use the thermometer.

## Q10: Can I measure my temperature multiple times a day?

It is recommended to take your basal body temperature once a day upon waking up in the morning, before getting out of bed. You can take your temperatures several times a day, the app will intelligently choose the most reasonable measurement as BBT, which will be shown on the Temperature Chart.

**Q11: Can it be used for axillary measurement?**

We do not recommend you taking your basal body temperature by armpit because body temperature is affected considerably by your environment.

**Q12: Will the tracker miss my ovulation date if I only take my basal body temperature in the morning, but ovulate in the evening?**

Generally, women ovulate only once per cycle and usually release only one egg within a menstrual cycle. An egg can survive for about 18 hours, while sperm can survive up to 5 days. Therefore, the fertility window (or ovulation period) lasts about 7 days within one menstrual cycle. No matter what time of day you ovulate: in the morning, afternoon or evening, the Tracker app will let you know the ovulation date in advance with your daily temperature records. The easy@Home Smart Fertility Tracker will learn your cycle intelligently if you keep using it for more than 2 menstrual cycles. The more you use the tracker, the more accurate ovulation prediction you will become.

**Q13: Do I need to connect the Tracker to my smartphone for every measurement?**

Once you pair your device, re-connection is not required and your measurement will automatically sync to your smartphone if Bluetooth is enabled and the Tracker is in range.

**Q14: Do I need to put my smartphone near the Tracker?**

You don't have to put your phone near the Tracker. The temperatures will automatically sync to the Tracker app when you enable the Bluetooth and connect the Tracker to your phone.

**Q15: Should I sync the data to the Tracker app every day?**

You can sync data to the Tracker app when you want to check the data and chart instead of syncing every day. The temperatures will queue on the Tracker until the next time it connects. All the data is stored in the cloud, so you don't have to worry about losing it. The Tracker can save up to 300 temperatures at a time if you are unable to sync daily.

**Q16: What should I do if I forget to take my basal body temperature?**

The Tracker can calculate the missing body temperatures through particular algorithm after learning your physical rhythms for some time. Please do not worry if you occasionally forget to take your temperature.

We hope these tips were useful. If you have any inquiries about our products or services feel free to contact us via email, call our customer service at 855.822.6999 M-F 9am-5pm CT or visit us at [healthcare-manager.com](https://healthcare-manager.com)